



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending March 31, 2006

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	13.00	5.00	8.00	8.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	106.00 *	33.00	154.00 *	97.67 *
E. Percent of Service Installations [730.540(a)]	99.00%	98.00%	97.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	92.00% *	98.00%	99.00%	97.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.50	1.00	1.60	1.37
H. Percent Repeat Trouble Reports [730.545(c)]	15.00%	12.00%	14.00%	14.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	3.00%	3.00%	4.00%
J. Missed Repair Appointments [730.545(h)]	60	9	19	29
K. Missed Installation Appointments [730.540(d)]	26	39	56	40

Comments



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